

Welcome to MemorialCare Medical Group, your partner in good health

Thank you for choosing MemorialCare Medical Group (MCMG) and the Vivity network of medical centers and hospitals, where you can expect committed staff and reliable care, every time. We are working together to make sure Vivity members receive quality care, without surprises.

Our mission is to improve the health and well-being of individuals, families, and our communities. Vivity gives you access to healthcare from top primary care doctors, specialists, and hospitals right where you live, throughout Los Angeles and Orange counties. Our goal is your goal: healthcare on your terms.

For your convenience, here are frequently asked questions and answers to help you start using your new Vivity health plan:

What if I want to change my primary care physician (PCP)? How do I find another one?

We want you to have the PCP who is right for you. Our MemorialCare Patient Navigators are here to help you and can provide information about MCMG doctors, and help with concerns you may have. The Patient Navigation Center is available at **877-MYMEMCARE (877-696-3622)** Monday through Friday, 7 a.m. to 9 p.m.; Saturday and Sunday, 9 a.m. to 5 p.m.

What if I already know the PCP I want to change to?

Call our Vivity Concierge at **844-4-VIVITY (844-484-8489)**. The number is also printed on your health plan ID card. Let us know who you want to select as your new PCP and we'll take it from there.

How do I make an appointment with my PCP?

You may schedule an appointment with your PCP by calling the MemorialCare Patient Navigation Center at **877-MYMEMCARE (877-696-3622)**.

If there are no appointments available at a specific office, the Patient Navigator can assist you in finding another office with available appointments. You also may visit any one of our network urgent care centers.

What if I need to see a specialist? How do I receive a referral?

Your Vivity health plan works like a health maintenance organization (HMO), which means for your care to be covered, you will have to use care providers in your health plan's network. As a Vivity member, you can self-refer (choose a specialist yourself) to four key specialties from the MCMG provider network. These specialists include allergists; dermatologists; OB-GYNs; and ear, nose, and throat (ENT) doctors. For all other referrals, your PCP is your central contact and will help coordinate access to specialty care, while overseeing your health and keeping a file with all of your medical records. For referrals for specialty care, please contact your PCP.

Where do I go for laboratory and imaging services?

If your PCP determines there is a need for laboratory or imaging services, they will refer you to the most appropriate facility within the plan's network. You may also call Quest Diagnostics at **866-MYQUEST (866-697-8378)** or visit [questdiagnostics.com](https://www.questdiagnostics.com) for a list of their laboratory locations.

What if I need urgent or after-hours care?

If you're experiencing a true emergency, call 911 or go to your nearest emergency room. For urgent, nonemergency health issues during regular office hours, it is best to first call your PCP, whose practice can usually accommodate a same-day appointment. When it is not life-threatening and you need to see a doctor outside of office hours, MemorialCare urgent care centers are your best option. For a full list of MemorialCare's urgent care locations or to schedule a virtual urgent care appointment, visit [memorialcare.org/urgentcare](https://www.memorialcare.org/urgentcare) or call **877-MYMEMCARE (877-696-3622)** Monday through Friday, 7 a.m. to 9 p.m.; Saturday and Sunday, 9 a.m. to 5 p.m.

If you are more than 30 miles away from your PCP or medical group and need urgent care (care that can't wait until you can make an appointment with your PCP), find the medical care you need right away. You must call us within 48 hours if you are admitted to a hospital. You can:

- **Use LiveHealth Online.** LiveHealth Online gives you 24/7 access to video visits with doctors using a mobile device or a computer with a camera. No appointment is necessary, and it costs less than \$20 for an online visit. To learn more, go to [livehealthonline.com](https://www.livehealthonline.com).
- **Go to any urgent care center.** For a list of urgent care centers that are affiliated with Vivity medical groups or certain hospitals in the Vivity network, go to [vivityhealth.com](https://www.vivityhealth.com). If you need to go to urgent care outside the MCMG service area, please obtain copies of all tests taken and contact your PCP as soon as possible to determine the best course of care.

We recommend that you find out where your preferred MCMG urgent care location is as soon as possible, before you need care. Also, take the time now to sign up at [livehealthonline.com](https://www.livehealthonline.com) or download the LiveHealth Online mobile app from the App Store® or Google Play™.

In addition to using a telehealth service, you can receive in-person or virtual care from your own doctor or another healthcare provider in your plan's network. If you receive care from a doctor or healthcare provider not in your plan's network, your share of the costs may be higher. You also may receive a bill for any charges not covered by your health plan.

LiveHealth Online is offered through an arrangement with Amwell, a separate company, providing telehealth services on behalf of your health plan. Virtual text and video visits powered by K Health.

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